



*Virginia Information Technologies Agency*

# Customer Satisfaction Survey Update October 18, 2006



**expect the best**



## Our Approach to Improvement

Multi-faceted approach to obtain customer feedback

Cabinet technology teams

Cabinet meetings

Agency head meetings

Customer Advisory Council

Information Security Officer meetings

UVA Survey

Feedback from all used to develop Action Plans



## Top Areas of Focus from 2005 Survey

- Know our Customers' Business – Customer Account Management
- Procurement – Supply Chain Management and NG
- Governance and Project Management – PMD
- Work plans are in place to address each



## Survey 2007 Planning

- Committee-based approach to survey planning
- Interview ITIB members and Customer Advisory Council members for feedback and best practices
- Select a partner to help us create the survey instrument and craft questions (by end of October, 2006)
- Determine desired outcomes from the survey, i.e. what do we want to know? How can we improve?
- Survey a variety of market segments, including Executive Branch Agencies, VGIN, E911, Virginia Interactive, Higher Education and Localities



## Survey 2007 Planning

- Work with Northrop Grumman to formalize a partnership approach toward the survey
- Survey released February/March 2007
- Results analyzed 2<sup>nd</sup> quarter of 2007
- Work plans created and implemented by August, 2007

